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ARIZONA CORPORATION COMMISSION

March 13, 2020

RE: COMMISSION INQUIRY INTO UTILITY PREPARENESS PLANS TO ENSURE SAFE AND RELIABLE OPERATIONS DURING THE COVID-19. (DOCKET NO. AU-00000A-20-0050)

All Regulated Utilities:

On March 12, 2020, Docket No. AU-00000A-20-0050 was opened to begin collecting data from all Arizona Corporation Commission ("ACC" or "Commission") regulated entities regarding contingency planning activities related to Governor Ducey's issuance of a Declaration of Emergency and Executive Order and the continued spread of the COVID-19 virus. On that same day, Commissioner Dunn and Commissioner Kennedy filed letters in the docket requesting specific information from the regulated utilities that addresses the COVID-19 outbreak.

A Special Open Meeting has been scheduled for Monday, March 16, 2020 at 10:00 a.m. in Hearing Room 1 of the ACC Phoenix Office (1200 West Washington, Phoenix, Arizona 85007) for Class A and B regulated utilities to discuss plans going forward.

In addition to the information requested from the Commissioners, ACC Utilities Division Staff ("Staff") would like all regulated utilities to answer the following questions:

1. What plans is the utility putting in place to ensure continuity of service for customers?
2. What steps is the utility taking to identify a core group of employees who would be available in emergency situations?
3. What designated personnel will be available 24 hours a day/7 days a week, or if none, how will customers contact the utility?
4. How does the utility intend to read meters in an emergency situation?
5. Does the utility have a Commission-approved Bill Estimation tariff/procedure in place?
6. Will the utility rely on its Commission-approved Bill Estimation tariff during this process?

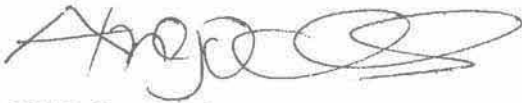
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7. Does the utility intend to keep its current payment centers open during this time? If not, how and where will customers be able to pay?
8. Will the utility continue to issue monthly billing statements?
9. Will the utility issue monthly billing statements even if bills have been estimated?
10. How will the utility's process for handling complaints be addressed during an emergency situation?
11. Does the utility anticipate changing the process for budget billing customers?

Staff is requesting that written responses to the above questions be filed in Docket No. AU-00000A-20-0050 by close of business on **Friday, March 20, 2020**. Thank you for your prompt attention.

Sincerely,



Elijah O. Abinah
Director
Utilities Division

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